
Have You Heard the News?

Telephone Audit to Identify Cost Savings

January 30, 2004

Responding to a concept presented by the Commonwealth Competition Council, VITA has awarded a service contract for a telephone inventory audit to validate the state's inventory of voice circuits (telephones, pagers, and cell phones) to identify billing errors, propose savings, and reduce expenditures. The statewide contract was awarded to Asyncrob Corp., a Virginia-based, minority-owned company with extensive telecommunications experience.

Asyncrob will physically "touch" each voice circuit to verify its operation, features, and functions to ensure agencies are receiving what they originally ordered. As a result of the audit, agencies will have a clean, up-to-date inventory of telephones and features; assurance they are receiving necessary telecommunications services; and reduced costs through elimination of unused or antiquated lines and features.

Agencies pay Asyncrob only when a billing error is discovered, or when recommendations are made for future savings. If there are no errors or recommendations, Asyncrob receives no payment. If there are errors, VITA will issue the agency a billing credit, and Asyncrob will submit an invoice for a portion of the savings directly to the agency. Invoices are issued only after the agency receives a billing credit. The agency is not "out of pocket" at any point.

Three agencies (Virginia Department of Transportation, Department of Aviation, and Department of Forestry) will pilot the telephone audit program to determine the viability of roll-out to all state agencies. Any public entity that uses VITA contracts—such as direct-billed customers, colleges and universities, and localities—are authorized to use the Asyncrob contract. The pilots will begin in early February.

For additional information, please contact Bob Davidson at bob.davidson@vita.virginia.gov.

The creation of VITA by the 2003 General Assembly is intended to yield significant savings for the Commonwealth, and increased efficiencies and service improvements to the state's technology infrastructure.

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